

Communication

- Describe a time when you had to use your written communication skills to get an important point across.

1-2	3-4	5-6
Candidate failed to demonstrate reasonable writing skills because the message was misunderstood or poorly represented	Candidate demonstrated reasonable writing skills as the message was delivered and understood	Candidate demonstrated excellent writing skills because the message was given effectively, with clarity, and professionally

- Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa).

1-2	3-4	5-6
Candidate lacked a desirable degree of tact and professionalism, and may not have been able to effectively communicate with the other person	Candidate dealt acceptably with potentially difficult situations, communicated with reasonable clarity and did not allow situations to spiral out of control	Candidate demonstrated professionalism, tact, and was proactive in finding a mutually acceptable method of communication

- Describe a situation in which you had to arrive at a compromise or guide others to a compromise

1-2	3-4	5-6
Candidate struggled to see things any other way than his/her own, and may have shown a lack of respect for others opinions, may not have effectively compromised	Candidate demonstrated respect to others by backing down when appropriate and communicating with reasonable clarity	Candidate was able to discern the best options in light of differing opinions, and was able to either compromise without jeopardizing ethics, or effectively guide others to the right option

- Give me a specific example of a time when a co-worker or classmate criticized your work in front of others. How did you respond?

1-2	3-4	5-6
Candidate lacked a	Candidate was able to	Candidate demonstrated

desirable degree of maturity and professionalism, and struggled to use criticism to improve performance, may have escalated conflict in front of others	take criticism without creating tension and saw potential to improve performance and was able to avoid conflict when addressing any disagreements	maturity and professionalism in response to criticism and proactively used what was useful to improve performance, any disagreements with the colleague were addressed tactfully in private
---	---	---